

PROCEEDINGS OF THE GREEN BAY WATER COMMISSION

Meeting of the Water Commission held at 5 p.m., Tuesday, Sept. 26, 2017 at the Water Utility.

Present: James F. Blumreich, Kathryn M. Hasselblad-Pascale, Lisa M. Bauer-Lotto, Leon R. Engler, John C. Heugel, Nanette M. Nelson and Doug J. Martin.

Also present: General Manager Nancy Quirk, Comptroller Keith Mueller, Engineering Services Manager Brian Powell, Communications Director and Recording Secretary Lori Kaye Lodes, Payroll/HR Administrator Peggy Seim, Office Supervisor Kim Couillard and CH2M Consultants Joy Swenson, JD Solomon and Linda Moore

Absent: Alderman Sladek (excused)

Action Items

1. Blumreich called the meeting to order at 5 p.m.
2. The Commission received information from CH2M Consultants regarding progress of the Green Bay Water Utility Workforce Analysis Project.

The project is on target and we are on the cusp of advertising for a business manager role for the front office (pending Mueller's retirement on Jan. 2). The consultants anticipate we reconfigure the front office to incorporate three functional areas: financial services, customer care (currently managed by John Mahoney who will retire at the end of 2017) and customer communications. CH2M is conducting a functional analysis to identify where functions should reside within the organization to best achieve strategic plan initiatives.

CH2M shared the proposed vision for the organization as it faces this transition, mindful the organization needs to be opportunistic and flexible depending on the skill-sets of the business manager candidates as well as purposeful about embracing new technologies, expanding services, standardizing some services and adopting a better way of measuring customer satisfaction in an effort to ensure financial viability and boost growth. As such, the plan is mindful of current needs as well as anticipated needs at two-year and five-year marks in the future.

Heugel moved to table action on the progress report until the Commission's Oct. 9 meeting. Bauer-Lotto seconded.

Blumreich adjourned the meeting at 5:57 p.m.

Respectfully submitted,

Leon R. Engler, Secretary